

This guide is for readers, listeners, and learners who want a permanent account to access everything they have purchased on Breaking Free.

Live site: <https://breakfreemedia.web.app> Help Center: <https://breakfreemedia.web.app/support>

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## 1. What a customer account gives you

What you can do:

- See all your books, music, and courses in one dashboard
- Stream music (including multi-track albums and EPs) in the browser
- Watch course episodes with a built-in video player
- Open book flipbooks without hunting for individual links
- Link past purchases when you use the same email at checkout
- Use escrow tools (disputes, refunds, withdraw) for crypto purchases

How it works: A customer account is a Firebase Auth user with a customer: true claim. Purchases are stored on `customers/{uid}.orderIds` and loaded via `/getCustomerLibrary`.

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## 2. Create your account

### Option A - During checkout

What you can do: Create a library account while buying.

How it works:

1. During checkout, enter an optional library password.
2. After payment, the backend calls `/customer/createAccountFromPurchase`.
3. If account creation succeeds, you are signed in automatically.

If library setup fails but payment succeeded, your purchase is still valid - sign in on Heyzine with checkout email + book password, or register at My Library later.

### Option B - Register first

How it works:

1. Go to My Library -> Register (`/library/register`).
2. Enter name, email, and password (minimum 6 characters).
3. Sign in at `/library/login`.

### Option C - Register after purchase

How it works:

1. Go to My Library -> Register with the same email you used at checkout.
2. On login, /customer/syncLibrary matches paid orders and adds them to your account.

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### 3. Sign in and use My Library

What you can do: Access all verified purchases from /library.

How it works:

1. Visit /library/login and enter email and password.
2. Dashboard loads verified orders (status paid, released, or disputed).
3. Books: click Open book -> /getBookAccess verifies your order -> opens Heyzine (may ask for checkout email + book password).
4. Music: built-in player calls /getMusicAccess -> signed stream URL -> /streamMusic. Albums and EPs show a track list; each track gets its own token.
5. Courses: course player calls /getCourseAccess -> signed stream URL per episode -> /streamCourseEpisode. Use the episode switcher to load each video.

Forgot password? Use /library/forgot-password.

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### 4. Link an extra purchase

What you can do: Add a past purchase to your library.

How it works:

1. Sign in to My Library with the exact checkout email.
2. Backend matches paid orders in Firestore and adds them to customers/{uid}.orderIds.

If an order is missing, confirm the purchase email matches exactly and the order status is paid.

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### 5. Crypto purchases - buyer tools

What you can do: Dispute, claim refunds, or withdraw on-chain balances.

How it works: From My Library, for eligible escrow orders:

| Action               | When to use                                        |
|----------------------|----------------------------------------------------|
| Open dispute         | Problem with content before escrow release         |
| Claim timeout refund | Dispute was not resolved within the timeout window |
| Withdraw             | On-chain credit balance owed to your wallet        |

These actions require the same wallet you used at checkout.

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### 6. Security tips

- Use a dedicated buyer email if you are also a bookseller or admin on the platform.
- Keep your book password (Heyzine) separate from your library password.

- Do not share stream URLs or flipbook login details - they are tied to your purchase.

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## 7. Troubleshooting

### Problem

"Not a library customer account"

Book asks for login

Purchase not in library

Music or course won't play

Account already exists

### What to try

You signed in with an author/admin email; regist

Use checkout email + book password, not library

Register/login with exact checkout email; wait a

Confirm order status is paid; refresh and try ag

Sign in instead of registering

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\*Breaking Free - My Library keeps your digital purchases in one secure place.\*